



Vacancy Announcement

Embassy of the United States of America
Bujumbura, Burundi

Vacancy Announcement No. 2011- 09

May 5, 2011

Open To: All Interested Candidates/All Sources
Position: Consular Assistant, FSN-8: FP-6
Opening Date: Immediate
Closing Date: May 20, 2011
Work Hours: Full-time; 40 hours/week

THIS NOTICE EXTENDS THE DUE DATE FOR APPLICATIONS

The U.S. Embassy in Bujumbura is seeking an individual for the position of Consular Assistant in the Consular Section.

All ordinarily resident (OR) applicants must have the required work and/or residency permits to be eligible for consideration.

BASIC FUNCTION OF POSITION

As the junior Consular assistant, incumbent does all basic consular work (Non-Immigrant visas, American Citizen Services, ACRS cashier role, Fraud assessments, Notaries, voting, etc) and serves as the primary point of contact for the public when contacting the Consular department

14. MAJOR DUTIES AND RESPONSIBILITIES

100 % OF TIME

Visa Services

70%

Handle a heavy and continuing demand for the full range of non-immigrant visa services and Visa 92/93 services, which include a variety of complex, novel, and fraudulent cases. Review completed applications and supporting documentation for completeness and acceptability, and physically prepare approved visas.

Navigate a complex set of asylee and refugee laws and regulations in processing V92/93 applications, exercising judgment in referring applications or written inquiries of a more complex nature to the supervisor. Answer a broad range of inquiries pertaining to the full range of visa services, requiring a highly developed ability to articulate issues orally and in writing and in English, French and Kirundi. Maintain a high standard of customer service in often difficult situations. Serve as interpreter in French and Kirundi in interviews involving technical or sensitive matters.

Conduct investigations into visa fraud, including identification of fraudulent documents, evaluating criminal activity such as the illegal procurement of civil documents, and alien smuggling. Develop and

maintain working-level contacts with the police, gendarmerie, and government registrars to assist with fraud investigations. Must have the ability to see and articulate travel trends and fraud patterns.

Assist Consular Section Chief in developing, coordinating, and translating (French, Kirundi) public outreach materials relating to the visa process and U.S. travel regulations.

Maintain complete impartiality in the visa adjudication process while providing authoritative information and insight. Given the nature of visa work, the Consular Assistant should anticipate stresses and societal pressures that can extend outside of the workplace.

American Citizen Services

20%

Assist applicants seeking passport and citizenship services in completing the requisite applications and in furnishing required documentary evidence, maintaining the highest standards of customer service.

Analyze and research a variety of cases, and then take action to resolve issues independently or provide authoritative guidance to supervisor. Develop and maintain local expertise to advise supervisor and U.S. citizens on matters of local legal, societal, and cultural norms. The actions and judgment of the Consular Assistant on these cases have a direct effect on the safety of U.S. citizens and the resolution of their often sensitive and difficult issues.

Assist Americans citizens in cases of emergency, such as evacuations, medical emergencies, natural disasters, and other stressful and complex circumstances. The Consular Assistant will be a key actor within the Embassy in any emergency situation, and must competently manage stress and public interaction.

Develop and maintain extensive contacts with the local community, including hotels, doctors, hospitals, police, banks, lawyers, and judges. Some of the Consular Assistant's contacts are at a high level and the proper handling of these contacts is essential for both U.S. interests and the safety of U.S. citizens.

Conduct investigations into marriage, adoption, and nationality fraud. Evaluate evidence and submit written reports to Consular officer in a timely manner to facilitate case adjudication.

Other Duties

10%

Act as consular cashier. Perform all other duties assigned by supervisor

15. DESIRED QUALIFICATIONS

- a. **Education:** Completion of secondary school required.
- b. **Prior Work Experience:** From 3 to 5 years of progressively responsible experience in work involving the application of regulatory material and public contact. At 6 months experience working as a cashier or working with budgets or finances.
- c. **Post Entry Training:** Consular FSI online course.
- d. **Language Proficiency:** Level III (fluency) in English, Level IV in French and Level IV in Kirundi is required.
- e. **Knowledge:** A good knowledge of applicable laws, regulations, and procedures, including local laws and practices pertinent to the work performed. Good knowledge of use of computers, such as word processing and basic database use skills.

- f. **Skills and Abilities:** Ability to type. Level I is essential. Exercise of tact and good judgment in dealing with the public. Ability to understand and enforce FAM regulations. Ability to understand Department directives. Ability to draft correspondence in direct and precise English or French. Ability to work independently, and to understand and apply complicated local and American laws and regulations in ambiguous situations is essential.

16. POSITION ELEMENTS

- a. **Supervision Received:** The Incumbent is supervised by the Consular Officer. Senior Consular Assistant normally instructs Consular Assistant on work assignments, many of which are routine and require little supervision.
- b. **Available Guidelines:** FAMs, well-defined guidelines, criminal and civil codes, publications, precedents, etc.
- c. **Exercise of Judgment:** Requires ability to make inquiries and decisions to ferret out fraud, must be able to handle a wide variety of routine questions from the public and must be able to recognize different types of NIV cases, and make recommendations to Consul.
- d. **Authority to Make Commitments:** N/A
- e. **Nature, Level and Purpose of Contacts:** Numerous daily contacts with the public including hotels, doctors, hospitals, police, banks, lawyers, and judges.
- f. **Supervision Exercised:** N/A
- g. **Time Required to Perform Full Range of Duties after Entry into the Position:** Six months.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Application for Employment as a Locally Employed Staff or Family Member (DS-174); or a current resume or curriculum vitae as described below, **plus**

2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the Application for Employment.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

SUBMIT APPLICATION TO

Human Resources Office

Attention: The Human Resources Officer

Embassy of the United States

Avenue des Etats Unis

B.P 1720 Bujumbura

Position Title:

or

Email: BujumburaHR@state.gov

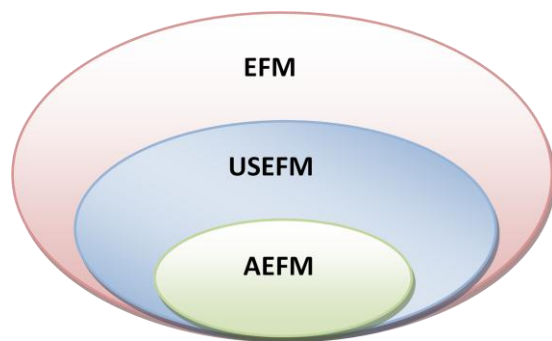
POINT OF CONTACT

Telephone: 22.207.263

CLOSING DATE FOR THIS POSITION: May 20, 2011

The US Mission in Bujumbura provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

DEFINITIONS

This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,

- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- **Is a U.S. citizen; and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- **Is** listed on the travel orders **or approved Form [OF-126](#), Foreign Service Residence and Dependency Report**, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed **service** member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (**AIT**), and who is under chief of mission authority; and
- **Is** residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. Member of Household (MOH): An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).